

## Performance Report Card 2019/20

This is Hanover's Performance Report Card for the period April 2019 to March 2020. This information is based on data we provide to the Scottish Housing Regulator annually.

The Scottish Housing Regulator requires all social landlords to provide a performance report to their tenants by the end of December 2020. This is later than usual due to Covid-19.

After consulting with a group of residents, we have included peer group comparisons. Our peer group is made up of similar housing providers that we can directly compare ourselves with. They are specialist housing providers. Our peer group is:

- Barony Housing Association
- Key Housing Association
- Trust Housing Association
- Bield Housing & Care
- Blackwood Housing Association
- Loretto Housing Association
- Scottish Veterans Housing Association
- Ark Housing Association
- Viewpoint Housing Association

The ARC return for 2019-20 includes data relating to the former Arklet Housing Association stock.

Average Weekly Rents				
Size of home	Numbers owned	Hanover's Rent	Scottish Average*	Difference from Scottish Average
Bedsit / Studio	24	£103.95	£73.47	41.5%
1 Bedroom	3464	£117.49	£78.02	50.6%
2 Bedroom	747	£118.16	£80.10	47.5%
3 Bedroom	156	£116.35	£87.08	33.6%
4+ Bedroom	15	£113.12	£96.18	17.6%

\*Peer group average is not available for this indicator

The rent charge reflects the quality of the properties provided by Hanover and includes service charges for the provision of managers onsite and communal facilities like a lounge, lift and laundry.

## Getting good Value

	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av.
<b>Rent Arrears and Collection</b>					
Rent collected from current and former tenants as a percentage of rent due	100.69%	101.49%	100.04%	99.95%	99.3%
Rent arrears of current and former tenants as a percentage of rent due (excluding voids)	0.70%	0.67%	1.23%	2.31%	5.81%
Rent arrears of current and former tenants written off as a percentage of former tenant arrears	42.06%	39.6%	58.75%	45.44%	34.37%

### Rent Arrears

Rent arrears has increased at the end of 2019-20 in comparison with 2018-19. Arrears now include Arklet tenant arrears. We have also seen an increase in the number of arrears cases affected by Universal Credit. The temporary disruption caused by the onset of Covid -19 and the move to home working in March may have contributed to a higher level of arrears at the year end.

	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av.
<b>Void Works and Lettings</b>					
Average re-let times in days (standard re-lets)	30.29	35.99	41.48	48.22	31.80
Percentage of tenancy offers refused during the year	33.99%	35.93%	29.48%	16.12%	34.20%
Percentage of lettable self-contained houses that became vacant in the last year	15.51%	15.7%	14.16%	13.19%	8.42%
Rent loss (£000's) due to empty properties (voids)	£522	£595	£696	£272	£128
Rent loss due to empty properties (voids) as a percentage of rent due	1.95%	2.12%	2.19%	2.54%	0.92%

### **Void works and Lettings**

The increase in average re-let times is due to a number of low demand properties being let during the year. Although this is positive and reduces rent lost through empty properties, it does affect the average re-let time.

<b>Housing Quality and Maintenance</b>	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av
<b>Major Works and Cyclical Maintenance</b>					
Hanover homes meeting the Scottish Housing Quality Standard	97.07%	97.93%	98.93%	97.27%	94.36%
The number of times Hanover did not meet its statutory duty to complete a gas safety check.	25	5	68	0 (Median)	0 (Median)
<b>Responsive Repairs</b>					
Average length of time taken to complete emergency repairs (hours)	3.50	3.61	3.72	3.36	3.64
Average number of working days taken to complete non-emergency repairs (urgent and routine)	4.43	5.16	5.88	5.15	6.43
Percentage of repairs completed right first time	95.10%	96.40%	95.76%	93.40%	92.36%
<b>Adaptations</b>					
Average time to complete adaptations (days)	163	201	127	88	42

### **Major works and repairs**

The organisation undertakes ongoing surveys utilising in-house maintenance officers and surveys 25% of its stock per annum. This informs the organisation of any works requiring to be undertaken to ensure full SHQS compliance allowing it to be included in its planned maintenance programme every year.

The time to complete day to day responsive repairs has increased slightly, for both emergency and non-emergency repairs. The average response time is within the target response times of 4 hours for emergency and 7 days for routine repairs.

Gas safety checks are a priority for Hanover, however we have faced some challenges ensuring all properties had a check carried out. We have introduced new systems to ensure we do not miss any further safety checks.

### Neighbourhood and Community

	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av
--	---------	---------	---------	---------------	-------------

#### Managing Tenancies

Percentage of anti-social behaviour cases reported in the last year which were resolved	100.00%	87.88%	93.48%	97.11%	94.11%
---	---------	--------	--------	--------	--------

This indicator has changed and now looks at the percentage of cases resolved in the year. We have seen a slight improvement in this indicator.

### Corporate Health

	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av
--	---------	---------	---------	---------------	-------------

#### Corporate Health

Percentage of staff turnover in year	15.5%	13.4%	12.36%	19.1%	13.9%
Percentage of working days lost through staff sickness	4.14%	4.35%	4.99%	5.98%	4.43%

### Other Hanover Indicators

	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av
--	---------	---------	---------	---------------	-------------

Telecare response within 60 seconds (percentage)	91.2%	87.18%	89.96%	NA	NA
Average annual management fee per factored property	£310.18	£317.79	£330.86	£210.51	£101.64

The percentage of Telecare calls answered within 60 seconds has improved since last year. We are continually monitoring our performance in this area and we have retained our accreditation by the Telecare Services Association (TSA).

Satisfaction	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av
<b>Tenant and Resident Satisfaction</b>					
Percentage of tenants satisfied with the overall service provided by Hanover	92.32%	89.63%	85.12%	85.76%	89.19%
Percentage of tenants satisfied Hanover is good at keeping them informed about services and decisions	89.73%	88.77%	83.67%	83.86%	92.00%
Percentage of tenants satisfied with the opportunities to participate in Hanover's decision making processes	78.47%	75.09%	73.90%	76.01%	87.20%
Percentage of tenants satisfied with the quality of their home	92.6%	90.35%	88.45%	90.25%	87.15%
Percentage of tenants satisfied with repairs and maintenance carried out in the last year	87.82%	87.50%	88.57%	89.85%	91.66%
Percentage of tenants satisfied with Hanover's management of the neighbourhood	85.45%	86.12%	73.79%	81.50%	87.40%
Percentage of tenants who think Hanover rent is represents good value for money	85.76%	84.50%	82.85%	79.53%	83.56%
Percentage of tenants satisfied with the landscape maintenance at your development ( <b>new in 2019-20</b> )	-	-	68.22%	NA	NA

Satisfaction has decreased across all indicators. After closely analysing the results of the tenant and factored owners survey, the key areas for improvement are:

- Property – length of time to complete repairs, requests for property improvements, heating systems and garden maintenance
- Communication – having information about the development and the local areas
- Staff – more interaction between staff and residents

We have looked in detail at 10 developments that report low levels of satisfaction and we are working on improvements within these developments to increase satisfaction. We will then replicate successful initiatives across other developments.

Complaints	2017-18	2018-19	2019-20	Peer Group Av	Scottish Av
<b>Complaints</b>					
Average time in working days for a full response for all stage 1 complaints <b>(new in 2019-20)</b>	-	-	3.4	4.2	4.81
Average time in working days for a full response for all stage 2 complaints <b>(new in 2019-20)</b>	-	-	17.5	19.5	17.91

We record and respond to complaints in line with the Scottish Public Ombudsman’s complaint handling guidance. The target timescale for responding to stage 1 complaints is 5 working days and the target to respond to stage 2 complaints is 20 working days. The average time to respond has replaced previous indicators for complaints handling.